

CLAIMS

What is claimed is:

- 5 1. A method for use in remotely diagnosing an electronic device, comprising:
initiating a diagnostic analysis of an electronic device;
identifying the electronic device;
receiving a plurality of scripts for diagnosing the electronic device communicated
over a distributed network;
- 10 remotely initiating a first diagnostic instruction with at least one of the plurality of
scripts;
receiving a response based on the first diagnostic instruction;
determining a second diagnostic instruction based on the response with at least one of
the plurality of scripts; and
- 15 remotely initiating the second diagnostic instruction with at least one of the plurality
of scripts.
- 20 2. The method of claim 1, wherein the receiving the plurality of scripts includes
receiving at least one web page having the plurality of scripts.
3. The method of claim 2, further comprising:
decrypting at least a portion of the plurality of scripts prior to the initiating the first
diagnostic instruction.
- 25 4. The method of claim 1, further comprising:
remotely receiving a diagnostic controller over the distributed network prior to the
identifying the electronic device.
- 30 5. The method of claim 1, wherein the identifying the electronic device includes
electronically accessing the electronic device and receiving an identity of the electronic device
from the electronic device.

6. The method of claim 1, wherein the step of identifying the electronic device includes determining if an identity of the electronic device can be directly determined; and requesting the identity of the electronic device from a user when the identity cannot
5 be directly determined.

7. The method of claim 1, further comprising:
receiving from over the distributed network an initiation for the diagnosis of the
electronic device;
10 receiving from over the distributed network the identification of the electronic device;
determining a plurality of scripts to implement the diagnosis of the electronic device;
and
communicating the plurality of scripts over the distributed network.

8. The method of claim 7, further comprising:
incorporating the plurality of scripts into a web page; and
the communicating of the plurality of scripts includes communication the web page
15 over the distributed network.

9. The method of claim 7, further comprising:
generating the plurality of scripts for diagnosing the electronic device based on an
20 identity of the electronic device.

10. The method of claim 9, wherein the plurality of scripts provide polling of the
25 electronic device.

11. The method of claim 9, wherein the plurality of scripts initiate remote
maintenance of the electronic device.

12. A system for use in remotely diagnosing electronic devices, comprising:

a script generator coupled with a distributed network, wherein the script generator is configured to compile at least one script and forward that at least one script over the distributed network; and

5 a remote diagnostic controller coupled with the distributed network and with an electronic device to be diagnosed, wherein the diagnostic controller is configured to receive the at least one script and implement the at least one script such that the remote diagnostic controller forwards a first instruction to the electronic device to be performed by the electronic device, the remote diagnostic controller is further configured to receive a first reply from the electronic
10 device and to forward a second and/or subsequent instructions to the electronic device based on the first reply and/or previous replies.

13. The system of claim 12, wherein the diagnostic controller is maintained within a host computer, wherein the host computer provides processing capabilities for the diagnostic
15 controller in determining the second instruction.

14. The system of claim 12, wherein the diagnostic controller is maintained within the electronic device, wherein the electronic device provides processing capabilities for the diagnostic controller in determining the second instruction.

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15. The system of claim 12, wherein the script generator is configured to incorporate the at least one script within a web page, and the web page is forwarded over the distributed network.

25 16. A system for use in remotely diagnosing an electronic device, comprising:
means for initiating a diagnostic analysis of an electronic device;
means for identifying the electronic device;
means for receiving a plurality of scripts for diagnosing the electronic device
communicated over a distributed network;

30 means for remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;

means for receiving a response based on the first diagnostic instruction;

means for determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and

5 means for remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

17. The system of claim 16, wherein the means for receiving the plurality of scripts includes means for receiving at least one web page having the plurality of scripts.

10 18. The system of claim 17, further comprising means for decrypting at least a portion of the plurality of scripts prior to the initiating the first diagnostic instruction.

19. The system of claim 18, wherein at least one of the plurality of scripts initiates a download over the distributed network to the electronic device.

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20. The system of claim 16, further comprising means for remotely receiving a diagnostic controller over the distributed network.

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